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Investigative Services Project Brief – 1 September 2018

# Project Scope

On behalf of the Property Services IRC, Artibus Innovation is reviewing and updating the following qualification, including 9 units of competency:

Project Qualification Review:

* + CPP30607 Certificate III in Investigative Services

# Project Summary

The aims of this project are:

1. To transition and update the qualification to align with the:
   1. 2012 Standards for Training Packages
   2. COAG Industry and Skill Council directives
2. To review and update the qualification in line with industry and training needs

The Certificate III in Investigative Services leads to the occupation of Private Investigator or Private Inquiry Agent. This occupation typically conducts investigations as directed by clients, such as those outside of the scope of policing. Areas of investigative work may be broad-ranging and important for resolving legal issues, including:

* fraud detection, insurance fraud and investigation,
* OHS investigations,
* family law,
* consuming investigations, and
* missing people investigations.[[1]](#footnote-1)

Clients may include government agencies, businesses and general members of the public.

Changes in the technology used in the security industry have decreased the demand for private investigators. However, this is also giving rise to a demand for Private Investigation services to operate in the online environment, particularly for investigations of online fraud.

A Technical Advisory Group (TAG), Chaired by Property and Services IRC member John Fleming, has been established to provide key input on the:

* suitability of packaging of the qualifications
* unit relevancy and content
  + Does there need to be more focus on online investigations in the qualification?
  + Does the pathway for the Certificate III in Investigative Services need to be better articulated to align with broad regulatory scopes of work?
  + Is this qualification’s AQF level (level 3) an accurate reflection of its position in the security qualifications pathway?

# Key points

Licensing and regulation for private investigators varies across jurisdictions. For example, the licences for VIC, QLD, TAS and SA do not cover the work of private investigators only, but also cover the work of bodyguards, crowd controllers and security officers. In addition to this, training requirements also vary across jurisdictions, with some states requiring the Certificate III in Investigative Services and others not.

* The qualification does not include an ethics unit, yet contemporary position descriptions suggest ethics is a needed competency in the field.
* No position descriptions analysed mentioned safety skills or requirements or the need to operate a surveillance vehicle but there are two units in the core that relate to these skills.

# Consultation Plan

The key engagement methods will be as follows:

* a Technical Advisory Groups (TAG) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
* direct correspondence with regulators
* direct correspondence with State Training Authorities
* direct correspondence with IRC and key stakeholders
* industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated
* RTOs will be engaged through online survey and trainer networks
* public web project page updated fortnightly
* newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles
* industry survey on early and late draft material
* distribution of survey through TAG networks and Artibus digital channels

# Project Timeline

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| Stage 1 | Project commencement | August 2018 |
| Stage 2 | Round 1 of industry consultation and training package development | October 2018 |
|  | Round 2 of industry consultation and training package development | November 2018 – January 2019 |
| Stage 3 | Validation consultation | January 2019 |
| Stage 4 | Quality assurance phase | February – March 2019 |
| Stage 5 | STA endorsement | April 2109 |
|  | Case for Endorsement submitted to Department of Education and Training | May 2019 |

1. ALRC (2008), For Your Information: Australian Privacy law and Practice, accessed 9/5/2018. [↑](#footnote-ref-1)